



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY MEDICAL COMMAND
2850 WORTH ROAD
FORT SAM HOUSTON, TEXAS 78234-6000

REPLY TO
ATTENTION OF

05 APR 2001

MCHO-CL-M (40)

MEMORANDUM FOR Commanders, MEDCOM Regional Medical Commands

SUBJECT: Improving Appointing and Access Business Practices

1. References:

- a. Memorandum, Assistant Secretary of Defense (Health Affairs) (ASD(HA)), 27 October 2000, subject: Activation of the Composite Health Care System (CHCS) Managed Care Program Module.
- b. Memorandum, ASD(HA), 1 March 2000, subject: Military Health System (MHS) Optimization Plan.
- c. Memorandum, U.S. Army Medical Command, MCHO-CL-M, 2 January 2001, subject: Activation and Reporting Procedures of the Composite Health Care System Managed Care Program Module and Access for the TRICARE Operations Center into Military Treatment Facility's Composite Health Care System.

2. The ASD(HA) is instituting initiatives outlined in references 1a, 1b, and 2c, above, to respond to numerous findings by the Government Accounting Office and at the urging of the Joint Chiefs of Staff. One such initiative is the Appointment Standardization effort. I support this initiative, as it is one of the key components to fully optimizing the Army Medical Department (AMEDD) resources.

3. In the past 1-1/2 years, the TRICARE Appointment Standardization Integrated Program Team (APS IPT) has worked diligently developing policies, educational programs, technical enhancements to the CHCS, contract changes, and performance measures to assist military treatment facilities (MTFs) and our Managed Care Support Contract partners to successfully make the conversion to appointment standardization.

4. The AMEDD goal is for each MTF to be making at least 90 percent of its medical appointments using the Managed Care Program (MCP) Module in the CHCS by 1 May 2001. The Patient Appointment System (PAS) BOK (booking) module will only be used for scheduling dental or self-referral (e.g., optometry) appointments. Only clinic personnel who schedule these appointments should retain PAS BOK privileges in CHCS. For those beneficiary categories not showing eligible in DEERS, follow

MCHO-CL-M (40)

SUBJECT: Improving Appoint and Access Business Practices

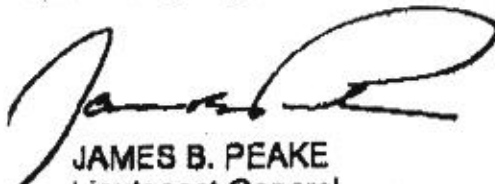
established MTF procedures for making appointments using the MCP non-enrollee booking function.

5. The APS initiative requires the MTF commander's leadership and support to fully implement. Enclosure 1 is information suggesting the use of a key MTF person as an access manager to make the change in day-to-day business practices an easier transition.

6. Two slots are reserved for each MTF to send personnel to attend the APS Business Rules Training Seminars hosted by the TRICARE Management Activity APS IPT. Dates of the seminars, Lead Agent region, and Service Points of Contact (POC) are listed at Enclosure 2. Prospective attendees must coordinate with their TRICARE Regional/Service POC to be considered for attendance. The training syllabus is at Enclosure 3, and other details on the APS initiative are available on the TRICARE Access Imperative Web-site at <http://www.tricare.osd.mil/tai>.

7. My POC is Ms. Jan Leaders, TRICARE Operations Division, Office of the Assistant Chief of Staff for Health Policy & Services. Ms. Leaders may be reached for any questions pertaining to this effort by E-Mail at Jan.Leaders@amedd.army.mil or by telephone at DSN 471-7106 or Commercial (210) 221-7106.

3 Encls
as


JAMES B. PEAKE
Lieutenant General
Commanding

*This supports
consistency across MTS
and supports business process
that we have promulgated
Lead agents by TMA
Thanked you
help*

2